

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

Program: PSA 27 - Senior Advocacy Services

From: 07/01/2011 To: 06/30/2012

Performance Measures (PM) and Benchmarks									
	PM 1.1	PM 1.2	PM 2.1	PM 2.2	PM 2.3	PM 2.4	PM 2.5	PM 2.6	PM 2.7
	Clients Counseled	Public and Media Events	All Contacts	Persons Reached at PAM Events	Contacts w/ Medicare Beneficiaries Due to Disability	Contacts w/ Low Income Beneficiaries	Enrollment/ Assistance Contacts	Part D Enrollment/ Assistance Contacts	FTE
Current Results	751	48	2,809	2,209	330	384	659	458	17.38
CDA Established Benchmark	587	39	3,130	1,810	114	126	1,100	800	0.32
Needed to Reach Benchmark	-164	-9	321	-399	-216	-258	441	342	-17.06
% Above or Below Benchmark	-27.94	-23.08	10.26	-22.04	-189.47	-204.76	40.09	42.75	-5,332.08
Results for Same Time Last Year	757	55	3,098	2,254	352	483	917	669	3.89
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			36.7	28.9	31.6	22.0	8.6	6.0	
CMS Mimimum Attainment			37.1	35.6	41.5	46.8	25.5	14.2	
CMS Exemplary Attainment			76.1	201.0	96.1	130.2	53.0	39.9	